

| Question # | Survey Question   | Response   | Number | % of Respondents (of Surveys for Missing) | % of Those Who Rated or Said How Often |
|------------|---|--|--------|---|--|
| 1          | Our records show that your child is now insured by CHIP. Is that right?   | Yes  | 451    | 100%                                      |  |
|            |   | No   | 1      | < 1%                                      |  |
|            |   | Total # Respondents  | 452    | 100%                                      |  |
|            |   | Missing (% of 454 Surveys)   | 2      | < 1%                                      |  |
| 2          | With the choices CHIP gave you, how much of a problem, if any, was it to get a personal provider for your child that you are happy with?                | Not a Problem  | 330    | 74%                                       | 94%                                    |
|            |   | Small Problem  | 19     | 4%  | 5%                                     |
|            |   | Big Problem  | 3      | 1%  | 1%                                     |
|            |   | Total Who Rated Level of Problem   | 352    | 79%                                       | 100%                                   |
|            |   | My child didn't get a new personal provider  | 95     | 21%                                       |  |
|            |   | Total # Respondents  | 447    | 100%                                      |  |
|            |   | Missing (% of 454 Surveys)   | 7      | 2%  |  |
| 3          | Has there been a time when you felt your child received fewer services than other patients?   | Yes (explain)  | 12     | 3%  |  |
|            |   | No   | 409    | 91%                                       |  |
|            |   | Don't Know   | 27     | 6%  |  |
|            |   | Total # Respondents  | 448    | 100%                                      |  |
|            |   | Missing (% of 454 Surveys)   | 6      | 1%  |  |
|            | Explain "Yes" Answer  | Providers spend less time with patient   | 2      | 17%                                       |  |
|            |   | Longer wait time in office   | 2      | 17%                                       |  |
|            |   | Dental-cannot find/not able to get same service                                      | 6      | 50%                                       |  |
|            |   | Service not covered  | 2      | 17%                                       |  |
|            |   | Total # Respondents  | 12     | 100%                                      |  |
|            |   | Skip per instructions (% of 454 Surveys)   | 442    | 97%                                       |  |
| 4          | Use any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible. How would you rate your child's provider now? | 10 - Best Personal Provider Possible   | 198    | 45%                                       | 48%                                    |
|            |   | 9  | 73     | 17%                                       | 18%                                    |
|            |   | 8  | 70     | 16%                                       | 17%                                    |
|            |   | 7  | 45     | 10%                                       | 11%                                    |
|            |   | 7 or higher Subtotal   | 386    | 88%                                       | 94%                                    |
|            |   | 6  | 9      | 2%  | 2%                                     |
|            |   | 5  | 11     | 2%  | 3%                                     |
|            |   | 4  | 0      | 0%  | 0%                                     |
|            |   | 3  | 1      | < 1%                                      | < 1%                                   |
|            |   | 2  | 2      | < 1%                                      | < 1%                                   |
|            |   | 1  | 1      | < 1%                                      | < 1%                                   |
|            |   | 0 - Worst Personal Provider Possible   | 0      | 0%  | 0%                                     |
|            |   | Total Who Rated Provider   | 410    | 93%                                       | 100%                                   |
|            |   | My child doesn't have a personal provider  | 31     | 7%  |  |
|            |   | Total # Respondents  | 441    | 100%                                      |  |
|            |   | Missing (% of 454 Surveys)   | 13     | 3%  |  |
| 5          | In the last 6 months, did you make any appointments with a doctor or other health care provider for regular or routine health care for your child?      | Yes  | 270    | 60%                                       |  |
|            |   | No   | 170    | 38%                                       |  |
|            |   | Don't Know   | 9      | 2%  |  |
|            |   | Total # Respondents  | 449    | 100%                                      |  |
|            |   | Missing (% of 454 Surveys)   | 5      | 1%  |  |
| 6          | In the last 6 months, how often did you get an appointment for your child for regular or routine health care as soon as you wanted?                     | Always   | 161    | 60%                                       | 61%                                    |
|            |   | Usually  | 77     | 29%                                       | 29%                                    |
|            |   | Sometimes  | 25     | 9%  | 10%                                    |
|            |   | Never  | 0      | 0%  | 0%                                     |
|            |   | Total Who Said How Often   | 263    | 98%                                       | 100%                                   |
|            |   | My child didn't need an appointment for regular or routine care in the last 6 months | 6      | 2%  |  |
|            |   | Total # Respondents  | 269    | 100%                                      |  |
|            |   | Skip per instructions (% of 454 Surveys)   | 179    | 39%                                       |  |
|            |   | Missing (% of 454 Surveys)   | 6      | 1%  |  |

|    |   |  |     |      |      |
|----|---|--|-----|------|------|
| 7  | In the last 6 months, how many days did you usually have to wait between making an appointment for your child for regular or routine care and actually seeing a provider? | Same day   | 71  | 27%  | 28%  |
|    |   | 1 day  | 55  | 21%  | 21%  |
|    |   | 2-3 days   | 58  | 22%  | 23%  |
|    |   | 4-7 days   | 42  | 16%  | 16%  |
|    |   | 8-14 days  | 18  | 7%   | 7%   |
|    |   | 15-30 days   | 8   | 3%   | 3%   |
|    |   | 31 days or longer  | 5   | 2%   | 2%   |
|    |   | Total Who Said How Long  | 257 | 97%  | 100% |
|    |   | My child didn't need an appointment for regular or routine care in the last 6 months | 7   | 3%   |      |
|    |   | Total # Respondents  | 264 | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)   | 179 | 39%  |      |
|    |   | Missing (% of 454 Surveys)   | 11  | 2%   |      |
| 8  | In the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room?                           | Yes  | 186 | 42%  |      |
|    |   | No   | 257 | 57%  |      |
|    |   | Don't Know   | 6   | 1%   |      |
|    |   | Total # Respondents  | 449 | 100% |      |
|    |   | Missing (% of 454 Surveys)   | 5   | 1%   |      |
| 9  | In the last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted?                            | Always   | 143 | 78%  | 78%  |
|    |   | Usually  | 35  | 19%  | 19%  |
|    |   | Sometimes  | 4   | 2%   | 2%   |
|    |   | Never  | 1   | 1%   | 1%   |
|    |   | Total Who Said How Often   | 183 | 100% | 100% |
|    |   | My child didn't need care right away for an illness or injury in the last 6 months   | 0   | 0%   |      |
|    |   | Total # Respondents  | 183 | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)   | 263 | 58%  |      |
| 10 | In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury?            | Same day   | 137 | 75%  | 75%  |
|    |   | 1 day  | 36  | 20%  | 20%  |
|    |   | 2 days   | 5   | 3%   | 3%   |
|    |   | 3 days   | 4   | 2%   | 2%   |
|    |   | 4-7 days   | 1   | 1%   | 1%   |
|    |   | 8-14 days  | 0   | 0%   | 0%   |
|    |   | 15 days or longer  | 0   | 0%   | 0%   |
|    |   | Total Who Said How Long  | 183 | 100% | 100% |
|    |   | My child didn't need care right away for an illness or injury in the last 6 months   | 0   | 0%   |      |
|    |   | Total # Respondents  | 183 | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)   | 263 | 58%  |      |
|    |   | Missing (% of 454 Surveys)   | 8   | 2%   |      |
| 11 | In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank)                         | 1  | 53  | 12%  |      |
|    |   | 2  | 13  | 3%   |      |
|    |   | 3  | 2   | < 1% |      |
|    |   | 4  | 0   | 0%   |      |
|    |   | 5  | 1   | < 1% |      |
|    |   | Total Who Went to ER   | 69  | 15%  |      |
|    |   | None   | 377 | 85%  |      |
|    |   | Total # Respondents  | 446 | 100% |      |
| 12 | In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your child?  | Yes  | 221 | 49%  |      |
|    |   | No   | 225 | 50%  |      |
|    |   | Don't Know   | 5   | 1%   |      |
|    |   | Total # Respondents  | 451 | 100% |      |
|    |   | Missing (% of 454 Surveys)   | 3   | 1%   |      |

|    |  |   |     |      |      |
|----|--|---|-----|------|------|
| 13 | In the last 6 months, when you called during regular office hours, how often did you get the help or advice your child needed?   | Always  | 168 | 78%  | 78%  |
|    |  | Usually   | 40  | 19%  | 19%  |
|    |  | Sometimes   | 7   | 3%   | 3%   |
|    |  | Never   | 1   | < 1% | 0%   |
|    |  | Total Who Said How Often  | 216 | 100% | 100% |
|    |  | I didn't call for help or advice during regular office hours in the last 6 months | 0   | 0%   |      |
|    |  | Total # Respondents   | 216 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys)  | 230 | 51%  |      |
|    |  | Missing (% of 454 Surveys)  | 8   | 2%   |      |
| 14 | In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a provider's office or clinic to get care?                 | 1   | 121 | 27%  |      |
|    |  | 2   | 104 | 23%  |      |
|    |  | 3   | 69  | 15%  |      |
|    |  | 4   | 24  | 5%   |      |
|    |  | 5-9   | 20  | 4%   |      |
|    |  | 10 or more  | 3   | 1%   |      |
|    |  | Total Who Got Care  | 341 | 76%  |      |
|    |  | None - did not get care   | 108 | 24%  |      |
|    |  | Total # Respondents   | 449 | 100% |      |
| 15 | In the last 6 months, once your child arrived at his or her provider's office or clinic, how long did your child have to wait before seeing the person your child went to see? | 15 minutes or less  | 185 | 55%  |      |
|    |  | 16-30 minutes   | 113 | 34%  |      |
|    |  | 31-60 minutes   | 35  | 10%  |      |
|    |  | More than an hour   | 2   | 1%   |      |
|    |  | Total # Respondents   | 335 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys)  | 108 | 24%  |      |
|    |  | Missing (% of 454 Surveys)  | 6   | 1%   |      |
|    |  |   |     |      |      |
|    |  |   |     |      |      |
| 16 | In the last 6 months, how often were office staff at your child's provider's office or clinic as helpful as you thought they should be?  | Always  | 240 | 72%  | 72%  |
|    |  | Usually   | 86  | 26%  | 26%  |
|    |  | Sometimes   | 13  | 4%   | 4%   |
|    |  | Never   | 2   | 1%   | 1%   |
|    |  | Total Who Said How Often  | 334 | 100% | 100% |
|    |  | My child had no visits in the last 6 months                                       | 0   | 0%   |      |
|    |  | Total # Respondents   | 334 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys)  | 108 | 24%  |      |
|    |  | Missing (% of 454 Surveys)  | 12  | 3%   |      |
| 17 | Is your child old enough to talk with providers about his or her health care?  | Yes   | 341 | 76%  |      |
|    |  | No  | 104 | 23%  |      |
|    |  | Don't Know  | 5   | 1%   |      |
|    |  | Total # Respondents   | 450 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 4   | 1%   |      |
| 18 | In the last 6 months, how often did doctors or other health care providers explain things in a way your child could understand?  | Always  | 177 | 54%  | 63%  |
|    |  | Usually   | 89  | 27%  | 32%  |
|    |  | Sometimes   | 10  | 3%   | 4%   |
|    |  | Never   | 5   | 2%   | 2%   |
|    |  | Total Who Said How Often  | 281 | 86%  | 100% |
|    |  | My child had no visits in the last 6 months                                       | 47  | 14%  |      |
|    |  | Total # Respondents   | 328 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys)  | 109 | 24%  |      |
|    |  | Missing (% of 454 Surveys)  | 17  | 4%   |      |
| 19 | If your child's personal provider couldn't see him or her, did the provider's office help you find another place to take your child?   | Yes   | 177 | 44%  |      |
|    |  | No  | 103 | 26%  |      |
|    |  | Don't Know  | 120 | 30%  |      |
|    |  | Total # Respondents   | 400 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 54  | 12%  |      |

|    |   |  |     |      |      |
|----|---|--|-----|------|------|
| 20 | If yes, where did they refer your child? (NOTE: respondents were asked to mark one or more so percentages may add up to more than 100%)       | Another doctor or nurse  | 145 | 90%  |      |
|    |   | Public Health Clinic/Community Health Center                   | 12  | 7%   |      |
|    |   | Emergency room at the hospital                                 | 9   | 6%   |      |
|    |   | Walk-in or urgent care clinic                                  | 5   | 3%   |      |
|    |   | Other source of care   | 1   | 1%   |      |
|    |   | Total # Respondents (reporting 172 referral types)             | 162 | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 223 | 49%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 69  | 15%  |      |
| 21 | Is your child 2 years old or younger?   | Yes  | 72  | 16%  |      |
|    |   | No   | 369 | 84%  |      |
|    |   | Don't Know   | 0   | 0%   |      |
|    |   | Total # Respondents  | 441 | 100% |      |
|    |   | Missing (% of 454 Surveys)                                     | 13  | 3%   |      |
| 22 | After your child was born, did you get any reminders to bring him or her in for a check up to see how he or she was doing or for shots?       | Yes  | 33  | 50%  |      |
|    |   | No   | 28  | 42%  |      |
|    |   | Don't Know   | 5   | 8%   |      |
|    |   | Total # Respondents  | 66  | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 369 | 81%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 19  | 4%   |      |
| 23 | Since your child was born, has he or she gone to a provider for a check up to see how he or she was doing or for shots?                       | Yes  | 58  | 87%  |      |
|    |   | No   | 9   | 13%  |      |
|    |   | Don't Know   | 0   | 0%   |      |
|    |   | Total # Respondents  | 67  | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 369 | 81%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 18  | 4%   |      |
| 24 | Did you get an appointment for your child's first visit to a provider for a check up or shots as soon as you wanted?                          | Yes  | 56  | 97%  |      |
|    |   | No   | 2   | 3%   |      |
|    |   | Don't Know   | 0   | 0%   |      |
|    |   | Total # Respondents  | 58  | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 378 | 83%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 18  | 4%   |      |
| 25 | How many days did you have to wait between making an appointment for your child for a check up or for shots and actually seeing the provider? | Within 24 Hours  | 10  | 19%  | 19%  |
|    |   | 2-10 days  | 36  | 69%  | 69%  |
|    |   | 11-21 days   | 4   | 8%   | 8%   |
|    |   | 22-45 days   | 1   | 2%   | 2%   |
|    |   | More than 45 days  | 1   | 2%   | 2%   |
|    |   | Total Who Said How Long  | 52  | 100% | 100% |
|    |   | My child did not see a provider for a check up or shots        | 0   | 0%   |      |
|    |   | Total # Respondents  | 52  | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 380 | 84%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 22  | 5%   |      |
| 26 | In the last 6 months, did your child have any visits for preventive care (such as shots or Well Child Check Ups)?                             | No   | 274 | 61%  |      |
|    |   | Yes  | 172 | 38%  |      |
|    |   | Don't Know   | 2   | < 1% |      |
|    |   | Total # Respondents  | 448 | 100% |      |
|    |   | Missing (% of 454 Surveys)                                     | 6   | 1%   |      |
| 27 | If No, why not? (NOTE: respondents were asked to mark one or more).   | My child did not need any preventive care                      | 250 | 95%  |      |
|    |   | I was unable to schedule preventive care with child's provider | 0   | 0%   |      |
|    |   | I did not have any way to take my child to an appointment      | 0   | 0%   |      |
|    |   | I did not have time to take my child to an appointment         | 4   | 2%   |      |
|    |   | Other  | 11  | 4%   |      |
|    |   | Total # Respondents (reporting 265 reasons)                    | 264 | 100% |      |
|    |   | Skip per instructions (% of 454 Surveys)                       | 174 | 38%  |      |
|    |   | Missing (% of 454 Surveys)                                     | 18  | 4%   |      |

|    |  |  |     |      |      |
|----|--|--|-----|------|------|
| 28 | In the last 6 months, did your child get care from a dentist's office or dental clinic?  | Yes                                      | 256 | 57%  |      |
|    |  | No                                       | 186 | 42%  |      |
|    |  | Don't Know                               | 6   | 1%   |      |
|    |  | Total # Respondents                      | 448 | 100% |      |
|    |  | Missing (% of 454 Surveys)               | 6   | 1%   |      |
| 29 | In the last 6 months, how many times did your child go to a dentist's office or dental clinic?   | 1  | 155 | 61%  | 61%  |
|    |  | 2  | 67  | 26%  | 26%  |
|    |  | 3  | 24  | 9%   | 9%   |
|    |  | 4  | 5   | 2%   | 2%   |
|    |  | 5-9                                      | 2   | 1%   | 1%   |
|    |  | 10 or more                               | 0   | 0%   | 0%   |
|    |  | Total Reporting Visits                   | 253 | 100% | 100% |
|    |  | None                                     | 1   | < 1% |      |
|    |  | Total # Respondents                      | 254 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys) | 192 | 42%  |      |
| 30 | Use any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care? | 10 - Best dental care possible           | 125 | 49%  | 49%  |
|    |  | 9  | 43  | 17%  | 17%  |
|    |  | 8  | 34  | 13%  | 13%  |
|    |  | 7  | 22  | 9%   | 9%   |
|    |  | 6  | 6   | 2%   | 2%   |
|    |  | 5  | 12  | 5%   | 5%   |
|    |  | 4  | 6   | 2%   | 2%   |
|    |  | 3  | 0   | 0%   | 0%   |
|    |  | 2  | 1   | < 1% | < 1% |
|    |  | 1  | 2   | 1%   | 1%   |
|    |  | 0 - Worst dental care possible           | 2   | 1%   | 1%   |
|    |  | Total Who Rated Care                     | 253 | 100% | 100% |
|    |  | My child didn't have any dental care     | 0   | 0%   |      |
|    |  | Total # Respondents                      | 253 | 100% |      |
|    |  | Skip per instructions (% of 454 Surveys) | 192 | 42%  |      |
|    |  | Missing (% of 454 Surveys)               | 9   | 2%   |      |
| 31 | How many months or years in a row has your child been enrolled in CHIP?  | Less than 6 months                       | 9   | 2%   |      |
|    |  | 6 up to 12 months                        | 88  | 20%  |      |
|    |  | 12 up to 24 months                       | 130 | 29%  |      |
|    |  | Longer than 24 months                    | 222 | 49%  |      |
|    |  | Total # Respondents                      | 449 | 100% |      |
| 32 | How well do you feel you understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.   | 10 - Understand completely               | 124 | 28%  |      |
|    |  | 9  | 107 | 24%  |      |
|    |  | 8  | 102 | 23%  |      |
|    |  | 7  | 65  | 15%  |      |
|    |  | 6  | 26  | 6%   |      |
|    |  | 5  | 17  | 4%   |      |
|    |  | 4  | 2   | < 1% |      |
|    |  | 3  | 2   | < 1% |      |
|    |  | 2  | 2   | < 1% |      |
|    |  | 1  | 0   | 0%   |      |
|    |  | 0 - Do not understand at all             | 1   | < 1% |      |
|    |  | Total # Respondents                      | 448 | 100% |      |
|    |  | Missing (% of 454 Surveys)               | 6   | 1%   |      |
| 33 | Have you or your child used BCBS/BlueCHIP Customer Service?  | Yes                                      | 205 | 46%  |      |
|    |  | No                                       | 212 | 47%  |      |
|    |  | Don't Know                               | 30  | 7%   |      |
|    |  | Total # Respondents                      | 447 | 100% |      |
|    |  | Missing (% of 454 Surveys)               | 7   | 2%   |      |

|     |   |  |     |      |      |
|-----|---|--|-----|------|------|
| 33b | How useful did you find it?   | Very Useful                              | 166 | 81%  | 81%  |
|     |   | Somewhat Useful                          | 34  | 17%  | 17%  |
|     |   | Not Useful                               | 4   | 2%   | 2%   |
|     |   | Total Who Rated Usefulness               | 204 | 100% | 100% |
|     |   | We didn't use the Customer Service       | 0   | 0%   |      |
|     |   | Total # Respondents                      | 204 | 100% |      |
|     |   | Skip per instructions (% of 454 Surveys) | 242 | 53%  |      |
|     |   | Missing (% of 454 Surveys)               | 8   | 2%   |      |
| 34  | Have you or your child used the BlueCHIP Enrollee Handbook?   | Yes                                      | 348 | 78%  |      |
|     |   | No                                       | 91  | 20%  |      |
|     |   | Don't Know                               | 7   | 2%   |      |
|     |   | Total # Respondents                      | 446 | 100% |      |
|     |   | Missing (% of 454 Surveys)               | 8   | 2%   |      |
| 34b | How useful did you find it?   | Very Useful                              | 230 | 67%  | 67%  |
|     |   | Somewhat Useful                          | 111 | 32%  | 32%  |
|     |   | Not Useful                               | 2   | 1%   | 1%   |
|     |   | Total Who Rated Usefulness               | 343 | 100% | 100% |
|     |   | We didn't use the Enrollee Handbook      | 0   | 0%   |      |
|     |   | Total # Respondents                      | 343 | 100% |      |
|     |   | Skip per instructions (% of 454 Surveys) | 98  | 22%  |      |
|     |   | Missing (% of 454 Surveys)               | 13  | 3%   |      |
| 35  | Have your or your child used the "Dental Care and Eyeglasses for Children in CHIP" booklet?                                       | Yes                                      | 274 | 62%  |      |
|     |   | No                                       | 162 | 36%  |      |
|     |   | Don't Know                               | 9   | 2%   |      |
|     |   | Total # Respondents                      | 445 | 100% |      |
|     |   | Missing (% of 454 Surveys)               | 9   | 2%   |      |
| 35b | How useful did you find it?   | Very Useful                              | 194 | 71%  | 71%  |
|     |   | Somewhat Useful                          | 79  | 29%  | 29%  |
|     |   | Not Useful                               | 1   | < 1% | < 1% |
|     |   | Total Who Rated Usefulness               | 274 | 100% | 100% |
|     |   | We didn't use the booklet                | 0   | 0%   |      |
|     |   | Total # Respondents                      | 274 | 100% |      |
|     |   | Skip per instructions (% of 454 Surveys) | 171 | 38%  |      |
|     |   | Missing (% of 454 Surveys)               | 9   | 2%   |      |
| 36  | Have you received an Explanation of Benefits (EOB) that explained what CHIP paid for your child's eyeglasses and dental services? | Yes                                      | 333 | 76%  |      |
|     |   | No                                       | 65  | 15%  |      |
|     |   | Don't Know                               | 38  | 9%   |      |
|     |   | Total # Respondents                      | 436 | 100% |      |
|     |   | Missing (% of 454 Surveys)               | 18  | 4%   |      |
| 36b | How useful did you find it?   | Very Useful                              | 244 | 75%  | 75%  |
|     |   | Somewhat Useful                          | 79  | 24%  | 24%  |
|     |   | Not Useful                               | 1   | < 1% | < 1% |
|     |   | Total Who Rated Usefulness               | 324 | 100% | 100% |
|     |   | We didn't receive an EOB                 | 1   | < 1% |      |
|     |   | Total # Respondents                      | 325 | 100% |      |
|     |   | Skip per instructions (% of 454 Surveys) | 103 | 23%  |      |
|     |   | Missing (% of 454 Surveys)               | 26  | 6%   |      |
| 37  | How far do you travel ONE DIRECTION to see your child's primary provider?   | 0 to 30 miles                            | 358 | 80%  |      |
|     |   | 31 to 60 miles                           | 62  | 14%  |      |
|     |   | 61 to 90 miles                           | 17  | 4%   |      |
|     |   | 91 to 150 miles                          | 9   | 2%   |      |
|     |   | 150 miles or more                        | 1   | < 1% |      |
|     |   | Total # Respondents                      | 447 | 100% |      |
|     |   | Missing (% of 454 Surveys)               | 7   | 2%   |      |

|    |  |   |     |      |      |
|----|--|---|-----|------|------|
| 38 | Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the CHIP Program? | 10 - Completely Satisfied   | 326 | 73%  | 73%  |
|    |  | 9   | 66  | 15%  | 15%  |
|    |  | 8   | 33  | 7%   | 7%   |
|    |  | 7   | 15  | 3%   | 3%   |
|    |  | 6   | 2   | < 1% | < 1% |
|    |  | 5   | 1   | < 1% | < 1% |
|    |  | 4   | 0   | 0%   | 0%   |
|    |  | 3   | 3   | 1%   | 1%   |
|    |  | 2   | 1   | < 1% | < 1% |
|    |  | 1   | 0   | 0%   | 0%   |
|    |  | 0 - Completely Unsatisfied  | 2   | < 1% | < 1% |
|    |  | Total # Respondents   | 449 | 100% | 100% |
|    |  | Missing (% of 454 Surveys)  | 5   | 1%   |      |
| 39 | In general, how would you rate your child's overall health now?  | Excellent   | 184 | 41%  |      |
|    |  | Very Good   | 198 | 44%  |      |
|    |  | Good  | 56  | 12%  |      |
|    |  | Fair  | 13  | 3%   |      |
|    |  | Poor  | 0   | 0%   |      |
|    |  | Total # Respondents   | 451 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 3   | 1%   |      |
| 40 | What is your child's ethnicity?  | Hispanic or Latino  | 19  | 4%   |      |
|    |  | Not Hispanic or Latino  | 416 | 96%  |      |
|    |  | Total # Respondents   | 435 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 19  | 4%   |      |
|    | What is your child's race<br>(NOTE: the respondents were asked to mark one or more so percentages may add up to more than 100%)                          | White   | 427 | 96%  |      |
|    |  | Black or African-American   | 6   | 1%   |      |
|    |  | Asian   | 2   | < 1% |      |
|    |  | Native Hawaiian or other Pacific Islander                             | 1   | < 1% |      |
|    |  | American Indian or Alaskan Native                                     | 24  | 5%   |      |
|    |  | Other unspecified race  | 4   | 1%   |      |
|    |  | Total # Respondents (indicating 464 racial groups)                    | 446 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 8   | 2%   |      |
|    | Breakdown by both  | Hispanic or Latino who indicated they are white                       | 17  | 89%  |      |
|    |  | Hispanic or Latino who did not indicate any other racial/ethnic group | 2   | 11%  |      |
|    |  | Total Hispanic or Latino  | 19  | 100% |      |
|    |  | Did not indicate Hispanic or Latino or any other racial/ethnic group  | 6   | 1%   |      |
| 41 | What is your child's age now?  | Up to 2 years   | 56  | 13%  |      |
|    |  | 3 to 6 years  | 80  | 18%  |      |
|    |  | 7 to 11 years   | 138 | 31%  |      |
|    |  | 12 to 18 years  | 172 | 39%  |      |
|    |  | Total # Respondents   | 446 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 8   | 2%   |      |
| 42 | Is your child male or female?  | Male  | 225 | 51%  |      |
|    |  | Female  | 219 | 49%  |      |
|    |  | Total # Respondents   | 444 | 100% |      |
|    |  | Missing (% of 454 Surveys)  | 10  | 2%   |      |
| 43 | Are you male or female?  | Male  | 45  | 10%  |      |
|    |  | Female  | 405 | 90%  |      |
|    |  | Total # Respondents   | 450 | 100% |      |
|    |  | Missing or Invalid (% of 454 Surveys)                                 | 4   | 1%   |      |

|    |   |                                       |     |      |  |
|----|---|---------------------------------------|-----|------|--|
| 44 | What is your age now?   | Younger than 18                       | 1   | < 1% |  |
|    |   | 18 to 24                              | 13  | 3%   |  |
|    |   | 25 to 34                              | 118 | 26%  |  |
|    |   | 35 to 44                              | 221 | 49%  |  |
|    |   | 45 to 54                              | 83  | 18%  |  |
|    |   | 55 to 64                              | 11  | 2%   |  |
|    |   | 65 to 74                              | 4   | 1%   |  |
|    |   | 75 or older                           | 0   | 0%   |  |
|    |   | Total # Respondents                   | 451 | 100% |  |
|    |   | Missing (% of 454 Surveys)            | 3   | 1%   |  |
| 45 | What is the highest grade or level of school that you have completed? | 8th grade or less                     | 8   | 2%   |  |
|    |   | Some high school but not graduate     | 37  | 8%   |  |
|    |   | High School graduate or GED           | 155 | 35%  |  |
|    |   | Some college or 2-year degree         | 184 | 41%  |  |
|    |   | 4-year college graduate               | 50  | 11%  |  |
|    |   | More than 4-year college degree       | 14  | 3%   |  |
|    |   | Total # Respondents                   | 448 | 100% |  |
|    |   | Missing (% of 454 Surveys)            | 6   | 1%   |  |
| 46 | How are you related to the child?                                     | Mother or father                      | 441 | 98%  |  |
|    |   | Grandparent                           | 5   | 1%   |  |
|    |   | Aunt or uncle                         | 0   | 0%   |  |
|    |   | Older brother or sister               | 0   | 0%   |  |
|    |   | Other relative                        | 0   | 0%   |  |
|    |   | Legal guardian                        | 3   | 1%   |  |
|    |   | Total # Respondents                   | 449 | 100% |  |
|    |   | Missing or Invalid (% of 454 Surveys) | 5   | 1%   |  |